

DATA CENTRE AS A SERVICE – Service Definition

RM1557.15 G-Cloud 15: Lot 3 – Cloud Support

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Service

Service Type

Lot 3: Cloud Support

Service Name

Data Centre Manager as a Service

Service Description

Vysiion's Data Centre Manager as a Service provides comprehensive management for data centre infrastructure. It includes:

- Management of incidents and ad-hoc requests based on agreed SLAs.
- Scheduled weekly and monthly activities, along with support for small-scale ad-hoc projects.
- Operational support, including rack audits, patch cabling (provision included), and courier services.
- A single point of contact through a Service Desk that operates 24/7, managed by highly trained staff with specialist certifications.
- A dedicated Service Delivery Manager (SDM) responsible for service reviews, reporting, and escalation issues, as well as driving service improvements.
- Flexibility with uncommitted funds for unforeseen consumable services or requirements, enhancing transparency and efficiency.

The service is effectively tailored to ensure reliability, flexibility, and the continued practicality of critical infrastructure systems.

Service Features and Benefits

Key Features

- **Comprehensive Data Centre Operations Management:** Includes planning, control, and day-to-day management of data centre activities, ensuring optimal performance.
- **Physical Security Oversight:** Adheres to stringent access control policies, coupled with compliance to health and safety regulations.
- **Advisory Expertise:** Offers guidance on implementing, administering, and supporting physical infrastructure solutions.
- **Secure by Design Systems:** Reviews designs to align with "Secure by Design" principles, integrating efficient resource use while maintaining security.
- **Tool Development and Continuous Improvement:** Incorporates iterative updates for data centre tooling to ensure the latest best practices are applied.
- **Advanced Troubleshooting:** Identifies and resolves physical connectivity issues across technologies, including compute, storage, and networking.
- **Process Automation:** Streamlines and automates workflows, integrating systems for greater efficiency.
- **Acceptance Test Management:** Coordinates functional and non-functional test planning and provides expert advice and guidance.
- **Standardisation and Documentation:** Establishes universal standards and ensures comprehensive documentation for all activities.
- **Core Certifications:** Certified to ISO 27001, Cyber Essentials Plus, and incorporates ISA/IEC 62443 standards, offering added assurance for regulatory compliance and cyber security.

Key Benefits

- **Enhanced Operational Performance:** Maximises efficiency in data centre space utilisation through robust management practices and advanced planning tools.
- **Security and Compliance Assurance:** Adherence to globally recognised standards such as ISO 27001 and SOC 2 ensure data security and compliance with regulatory requirements.
- **Reliable Issue Resolution:** 24/7 support, including diagnostics and hardware swap-outs by BESC and Person-certified engineers, minimises downtime.
- **Innovative Infrastructure Setup:** Implements resilient co-location services and high-availability infrastructure within Tier 3+ data centres to host critical workloads securely.
- **Sustainability Alignment:** Utilises data centre management tools to monitor power, cooling, and space optimisations, supporting corporate sustainability goals.
- **Resilient Service Delivery:** 99.9%-99.99% SLA target availability supported by redundant hardware and software-defined networking capabilities.
- **Flexible and Scalable Solutions:** Offers integration with hybrid, containerised, and legacy systems, ensuring client-specific adaptability.
- **Proactive Lifecycle Management:** Regularly tracks infrastructure obsolescence and delivers up-to-date strategic insights for long-term planning.
- **Custom Service Configurations:** Allows tailoring co-location and hosting services, including dedicated racks or secure server rooms, based on unique client needs.

Service Constraints

- **Role Limitations:** Vysiion does not assume the role of Principal Contractor or CDM Designer under the Construction (Design and Management) Regulations, unless formally appointed through an agreed scope of work.
- **Design and Redundancy:** Vysiion does not support or take responsibility for designs with single points of failure or redundant-less network equipment. Any issues arising from such designs remain outside of their accepted responsibilities.
- **Third-Party Dependencies:** The service is delivered on the assumption that internet connectivity, routing services, and associated network components are provided and managed by third-party service providers. Management of these components is outside Vysiion's service scope.
- **Service Hours:** All service-affecting or impacting tasks are assumed to be completed during standard working hours. Work beyond these hours may require additional arrangements.
- **Exclusions:** Certain systems (for example SCADA, telephony, and security systems connecting to or via the DMZ) are not typically included within Vysiion's standard service responsibilities, but may be incorporated upon request, subject to agreement on scope and support arrangements.
- **Response to Site Needs:** Site visits for support are not precluded but would incur additional charges under time-related expenses.
- **Licence Maintenance:** The service is delivered on the basis that responsibility for maintaining all required software licences remains with the customer, within their existing hosting, cloud, or platform arrangements.

Supplier Type

Vysiion will be carrying out all services through Vysiion resource. No services will be sub-contracted.

Service Levels

- Vysiion shall use reasonable endeavours to manage and complete the Bespoke Professional Services, and to deliver the Deliverables to the Customer, in accordance in all material respects with the Statement of Work
- The Customer must notify Vysiion of any failure perform the Services in accordance with the Contract within five (5) days after the relevant performance. Vysiion's entire liability and Customer's sole remedy for Vysiion's failure to so perform shall be for Vysiion to, at its option (acting reasonably), (i) use reasonable efforts to correct such failure, and/or (ii) refund that portion of any fees received that reasonably correspond to such failure to perform.

User Support

Vysiion understands the necessity of ensuring the uptime and availability of your cloud services. For complete peace of mind, Vysiion's Support Desk provides a fully managed 24/7/365 Cloud Connectivity Monitoring service for all your cloud services. We provide bespoke levels of support packages to suit your business needs.

Our Cloud Connectivity Monitoring Service enables you to extend your existing IT services without increasing your headcount, removing the significant expense of customers setting up their own internal Support Desk provision.

- **Alert:** our Support Desk utilises the most advanced event detection to proactively monitor our customers' infrastructures 24/7/365, raising alerts when pre-defined thresholds are met. The Support Desk's monitoring and alerting systems are configured to each customer's requirements. Alerts will either be passed directly to the customer's service team or integrated with our own service management tool, triggering the ITIL aligned Event and Incident Management processes as appropriate
- **Inform:** our Support Desk team provides customers with information on Capacity and Performance, as well as access to the Vysiion online portal. Here, customers can retrieve real time monitoring data, ticket status updates and allows them to track the progress of any Incidents online
- **Resolve:** when an Incident arises, the Support Desk team resolves or escalates to the relevant Vysiion/customer Resolver groups or third-party suppliers. In all cases, the Vysiion team will manage the Incident until it has been resolved to the customer's satisfaction, and the ticket closed.

The Vysiion Support Desk provides the focal point for proactive and reactive network activities 24/7/365 including monitoring, performance tuning, software distribution and updating, router and domain name management, and coordination with affiliated networks.

Connecting to your infrastructure securely and seamlessly, our Support Desk uses industry leading monitoring tools to provide detailed metrics and visibility.

Support Methods

Vysiion provides multiple contact methods from its 24/7/365 Service Desk, ensuring accessibility and efficient support for its customers. These methods include:

- **Email:** Customers can report incidents or raise support requests by emailing servicedesk@vysiion.co.uk. This ensures a clear and traceable communication route for managing support needs
- **Phone:** A dedicated support telephone line is available 24/7, allowing customers to speak directly with Vysiion experts. This ensures immediate response for critical issues
- **Support Portal (Ticketing System):** Vysiion utilises an ITIL-aligned Service Management Platform, ServiceNow, branded as the Service Centre, accessible through an online portal. Customers can log incidents, submit service requests, and monitor ticket progression. The Service Centre is configured to align with specific service levels and KPIs, ensuring efficient workflows and consistent communication
- **Onsite Support:** Vysiion provides robust onsite support through its Smart Hands solution, delivering 24/7/365 assistance via SC-cleared engineers. These engineers handle a range of activities such as remote IT infrastructure management, equipment troubleshooting, installation services, and maintenance tasks. With formal Service Level Agreements (SLAs) tailored to individual requirements, we ensure rapid response times, including the ability to be onsite within 15 minutes. This ensures efficient and secure operations for organisations across high-compliance sectors.

Support Levels

Vysiion provides multiple levels of support tailored to meet specific customer requirements. These levels include:

- **Standard Support:** Covers basic operational support such as incident management, proactive monitoring, and maintenance activities during defined working hours, typically 08:00–18:00 on weekdays
- **Enhanced Support:** Includes 24/7 support for incident resolution, proactive monitoring, and escalations to ensure critical systems remain operational
- **Customised Support:** Tailored packages designed in collaboration with customers to meet unique business needs, including managed services, system administration, and application support.

Cost of Support Levels

The cost of support services varies based on the level selected:

- **Standard Support:** Included in the base service agreement if within predefined thresholds. Any additional requests are charged per the agreed rate card
- **Enhanced Support:** Fees are typically based on 24/7 availability and include time-related charges for on-site support, along with travel and subsistence costs
- **Customised Support:** Bespoke pricing based on the scope of requirements, based on a per unit per day for consultancy and tailored support.

Technical Account Manager or Cloud Support Engineer

- Vysiion provides **dedicated Account Managers** such as a Service Delivery Manager (SDM) and Sales Account Manager. The SDM ensures service reviews, reporting, and escalations are handled effectively, while the Sales Account Manager oversees additional service discussions
- **Cloud Support Engineers** are available as part of enhanced operational support packages. Their responsibilities include managing Microsoft public cloud environments, monitoring, troubleshooting, and maintaining security configurations.

Security Clearance

Vysiion's employees are screened to the Baseline Personnel Security Standard (BPSS) as a minimum, with many holding Non-Police Personnel Vetting (NPPV) Level 3 or Security Check (SC), and a subset holding Developed Vetting (DV). Vetting is conducted by Warwickshire Police under NPPV procedures and includes identity verification, BPSS checks, internal records checks, security questionnaires, criminal record checks, credit reference checks, and security service checks.

Our pre-employment screening covers the core control areas specified in BS7858:2019 by performing identity verification, criminal record checks, credit checks, and security service checks through the NPPV process, and we retain auditable records of screening and approvals within our ISO 27001 Information Security Management System. All staff undergo BPSS/NSV screening prior to employment, with additional clearances granted based on role and access to customer data and assets. All operational staff are vetted and cleared to work in high-security environments, enabling on-site delivery for Defence, Blue Light, and CNI customers.

We operate at scale with an Operations team of around 80 people; 26 are responsible for Secure Operations and Support and all hold security clearances. This provides assured 24/7/365 service coverage in restricted environments and an auditable trail for starters, movers, and leavers to manage access across systems and locations.

Why Vysiion?

Vysiion provides integrated turnkey solutions, delivering critical infrastructure and comprehensive managed services into a broad range of sectors including central government, utilities, defence, and the emergency services.

Our customers have come to rely on us for the delivery of Critical National Infrastructure (CPNI) and business systems alike ranging from WAN and Operational Networks, Fibre and Cabling in the field and datacentre, to Cloud, Managed Services and consultancy for IT networks and Infrastructure for the delivery of key applications and compute environments.

Having built a reputation in delivering and supporting critical infrastructure (communications and IT), over the past 30 years, through a combination of organic and acquisitive growth, Vysiion has built on this foundation and undergone a period of accelerated growth. This culminated in Vysiion becoming an 'Exponential-e Group Company' following the acquisition of all Vysiion shareholding in February 2020.

Vysiion and the Exponential-e group have a combined annual turnover of c.£200m, employing 850+ staff, and are recognised as one of the fastest growing private companies in the UK. We are a Customer First organisation, committed to the delivery of customer service excellence, demonstrated by 99% of customers renewing annually and a sector leading NPS score of 88.

Exponential-e Group	
	Exponential-e are an award winning and leading network provider with over 20 years experience of delivering world class network, cloud and IT underpinning critical communications for enterprises across the UK.
	Vysiion is a IT and Technology integrator delivering managed service and turnkey projects across the IT & Operational Telecoms (OT) space, specialising in highly secure, compliant and high resilience environments.
	Xpertex provides specialist expertise and services in the physical, human and cyber security domains, specialising in threat analysis, information security, assurance, and zero trust systems for high security organisations.

The Group provides customers with a variety of IT managed services, leveraging Exponential-e's core network infrastructure to provide a backbone of network connectivity services, with additional/standalone Cloud, Communications, Infrastructure, Security & Managed Services. By leveraging group resources and expertise, Vysiion ensures its clients receive best-in-class service.

Proven Expertise

Vysiion is a trusted provider of cloud solutions with proven expertise in delivering tailored, secure, and scalable cloud deployments across a wide range of sectors including central and local government, utilities, defence, and emergency services. Our solutions are designed to meet the unique requirements of enterprise-level organisations, providing the foundation for seamless digital transformation and operational efficiency.

Vysiion offers a full suite of cloud services, including Public Cloud, Private Cloud, and Hybrid Cloud solutions. These services are designed to optimise performance, scalability, and security, ensuring organisations can transition their workloads to the cloud with confidence. Our team works closely with clients to design bespoke solutions tailored to their goals, compliance requirements, and existing infrastructure.

Vysiion specialises in designing and managing cloud environments for sectors with complex requirements, including CNI, Defence, and Central Government. Our solutions provide isolated development environments optimised for testing, development, and production, ensuring security and compliance are always maintained.

Experience

Vysiion's combination of industry expertise, robust methodology, and strong vendor partnerships makes us the ideal choice for organisations seeking reliable and efficient cloud services. Our cloud solutions are designed to maximise cost savings and scalability. By utilising intelligent automation, we deliver faster deployments and ensure organisations can scale resources up or down based on changing demands, reducing operational overheads and improving efficiency.

A range of G-Cloud services and complementary capabilities are available from Vysiion. These can be procured alongside this service to support an organisation's transition towards more commodity-based ICT.

Partnerships with Leading Providers

We have established strategic partnerships with key vendors such as Microsoft Azure, AWS, VMware, Cisco, and Ark Data Centres. These partnerships allow us to leverage cutting-edge technologies to deliver robust cloud environments that meet the stringent compliance and security standards required for enterprise applications.

Robust Security and Accreditation

Vysiion demonstrates robust capabilities in delivering secure cloud solutions, ensuring compliance and accreditation with industry-recognised standards. Our cloud solutions are built on stringent security frameworks, including ISO 27001, Cyber Essentials, Cyber Essentials Plus, and ISA/IEC 62443 certifications. These certifications confirm Vysiion's commitment to maintaining high standards in information security management systems and mitigating vulnerabilities in critical infrastructure design and operation. Vysiion also adheres to the NCSC's Cyber Assessment Framework (CAF) and Secure by Design principles, ensuring the comprehensive protection of customer infrastructures from cyber threats and unauthorised access.

We integrate security as a fundamental aspect during the design phase of business applications. A 'Secure by Design' approach ensures infrastructure and assets are protected from initial concept through ongoing operations, validated against applicable regulatory frameworks. This includes proactive measures informed by the latest threat intelligence to mitigate risks across IT and OT environments. Access controls such as multi-factor authentication and role-based permissions further enhance the security of internal systems used in pre-sale, design, delivery, and support processes.

Vysiion employs security-cleared engineers and operates a UK-based Cyber Security Operations Centre (CSOC) that provides 24/7 real-time security monitoring and alerting services. This approach ensures organisational cyber resilience and minimises risks associated with cybercrime. Additionally, Vysiion engages CREST-approved third-party vendors for penetration testing to validate the security of IT infrastructures.

Hosting solutions are delivered through Tier 3+ Data Centres, offering high levels of physical and cyber security. These data centres are equipped with multi-layered security measures, biometric access controls, and environmental monitoring systems, ensuring compliance with Cabinet Office and NCSC standards.

Our Accreditations

We support the security and compliance standards of the Public Sector by embedding our compliance certifications into our Business Management Systems. These include:

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| ✓ ISO9001 - Quality Management | ✓ ISO14001 - Environmental Management |
| ✓ ISO2000 - IT Service Management | ✓ ISO45001 - Health & Safety Management |
| ✓ ISO27001 - Information Security | ✓ Cyber Essentials Plus |